

Claims Processing Procedures

III. CLAIMS RECEIPT AND CONTROL

A. Receipt

The date of receipt is the actual date custody of the claim is transferred to the contractor.

B. Control

All claims must be controlled and retrievable.

1. Internal Control Number and Retrieval Requirements

The face of each hardcopy TRICARE claim must be stamped with an individual internal control number (ICN), which will then be entered into the automated system within five (5) workdays of actual receipt. The ICN must contain the Julian date indicating the actual date of receipt by the contractor. In electronic media claims, the internal control number assigned to each such claim shall also include the actual date of receipt by the contractor. The Julian date of receipt must remain the same even if additional ICN's are required to process the claim. If a claim is returned, the date of the receipt of the resubmission shall be entered as the new date of receipt. All claims (including attached documents) not processed to completion must be individually retrievable within fifteen (15) calendar days following receipt by each of the following:

- a. Beneficiary Name
- b. Sponsor's Social Security Number
- c. ICN

2. *Reserved*

